

# Eco-Higjiena Sh.p.k. Rules for the Processing of Personal Data

## 1. Purpose and Basic Principles

Eco-Higjiena Sh.p.k., headquartered in Gjilan, is committed to protecting the privacy and personal data of its citizens, customers, employees and partners.

We process personal data in accordance with **Law No. 06/L-082 on the Protection of Personal Data** and the **General Data Protection Regulation (GDPR)** of the European Union.

The purpose of these rules is to guarantee transparency, security and full compliance with legal standards when processing any personal data.

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## 2. Types of Data Processed

In the context of providing waste management services, Eco-Higjiena may collect and process the following categories of data:

- Name and surname
- Personal number or customer identification number
- Residential or business address
- Telephone number and email address
- Contract details and payment history
- Data related to your requests or complaints against the company

Data is processed only for legitimate and clearly defined purposes, and is not used for other purposes without the person's prior consent.

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## 3. Data Sources

Data is collected lawfully from the following sources:

- Directly from the client himself during registration or conclusion of the contract;
  - From the client's authorized representatives;
  - From public institutions, in cases where provided for by law;
  - From public sources, only when permitted by applicable legislation.
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## 4. Data Access and Processing

Access to personal data is limited only to persons authorized by Eco-Higjiena, who use it exclusively for work purposes.

The data is not shared with third parties, except in cases where:

- Required by law by the relevant state institutions;
- Necessary for the fulfillment of the client's contract;
- The prior consent of the relevant person has been given.

Any unauthorized access or processing is strictly prohibited and sanctioned according to law.

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## 5. Data Storage and Security

Personal data is stored securely in our digital and physical systems, adhering to the highest security standards.

Security measures include:

- Encrypted storage of electronic data;
- Limited access through passwords and controlled authorizations;
- Physical storage of documents in secure environments;
- Continuous training of staff on data protection.

The data is stored only for as long as is necessary to fulfill the purpose for which it was collected. After the purpose is fulfilled, it is securely deleted or anonymized.

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## 6. Rights of the Persons concerned

Any person who has provided their personal data has the right to request:

- **Access to his/her personal data;**
- **Correction or updating of inaccurate data;**
- **Deletion of data, if they are no longer necessary for the purposes for which they were collected;**
- **Restriction of processing, in case of suspected infringement;**
- **Objection to processing for specific purposes.**

Requests can be made in writing to the company's official address or via email.

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## 7. Complaints and Privacy Contact

If you believe that your data has been processed unlawfully, you can file a complaint with:

**Information and Privacy Agency (AIP)**  
**or directly to our data protection officer at the following contacts:**

**Responsible for Personal Data Protection:**

Eco-Higjiena Sh.p.k.

Rr. “Vjosa”, Nr. 62, 60000 Gjilan, Republika e Kosovës

Tel: +383 (0)45 71 70 77

E-mail: [office@ecohigjiena.com](mailto:office@ecohigjiena.com)

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## 8. Transparency and Updates

This document is public and available:

- On the official website of Eco-Higjiena: [www.ecohigjiena.com](http://www.ecohigjiena.com)
- At the company's headquarters in Gjilan
- At service points in Viti and Kamenica

Any changes to these rules will be published immediately on the official website and will enter into force upon publication.

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## 9. General Declaration

Eco-Higjiena Sh.p.k. is committed to protecting the privacy and personal data of every citizen and client.

We treat every information with care, honesty and in accordance with the laws of the Republic of Kosovo, guaranteeing the highest standards of security and transparency.

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## 10. Note on transferring data abroad

In the context of maintaining our digital systems, Eco-Higjiena Sh.p.k. may use services from companies operating outside the Republic of Kosovo and the European Union.

In some cases, these companies may not provide the same level of protection of personal data as provided for by the Law on the Protection of Personal Data and the GDPR Regulation.

Eco-Higjiena takes appropriate measures to ensure data protection, including:

- Selection of trusted and certified partners,
- Limitation of processing to operational purposes only,
- Agreements to maintain confidentiality and security

## **11. Use of cookies and other technologies**

### **11.1 Cookies**

Our website uses cookies for basic functionality, to analyze traffic, and to improve your user experience. When you visit our website, a banner will inform you about the use of cookies and you will be able to choose whether you want to accept them..

### **11.2 Google Analytics**

We use Google Analytics and Site Kit by Google to collect anonymized statistical data about how users interact with our site, such as:

- IP address
- Device and operating system
- Time spent on the site
- Pages visited

## **3.3 Google reCAPTCHA V3**

The “Career” form is protected with Google reCAPTCHA V3 to prevent abuse. This system may collect technical data to assess whether the user is human or a robot, such as: IP, mouse movements, etc. This data is processed in accordance with the Google Privacy Policy and Terms of Service.

## **12. Using plugins**

The site uses several technical and functional plugins to improve the user experience. Only those that process personal data are mentioned in this policy. Plugins that do not affect personal data (such as for translation, design or SEO) are not specifically listed.

## **13. Changes to this policy**

This policy may be updated from time to time to reflect changes in legislation or in the way our site operates. Any changes will be posted on this page and will be effective immediately upon posting.